

State of Washington  
**Status of Audit Resolution**  
December 2002

Agency: 365

**Washington State University**

<b>Audit Number</b>	<b>Finding Number</b>
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2001F	19	Finding:	Washington State University (WSU) is not complying with federal law for the return of student financial aid.
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Resolution/Status: WSU concurred with the finding, acknowledging that there were two instances where students withdrew and financial aid was not refunded in a timely manner – one was 4 days late, the other, 6 days late. In order to meet the time requirements of the federal program, WSU has taken and completed the following corrective action:

- Repositioned the Financial Aid office in the reporting process so that it is the second department to receive notification that a student is withdrawing. Prior to this change, Financial Aid was the next to last department to receive notification, after other departments had finished their out-processing of the students.
- Added a new field to the WSU online cancellation system. That new field, titled 'Date student notified WSU' will enable the Financial Aid office to receive withdrawal notifications early in the process, and further ensure that refunds are on a timely basis, and
- Provided training to all WSU personnel involved in the withdrawal process on the amended process. During the training emphasis was placed on processing student withdrawals in a timely manner.

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